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Latimer, Becky

From: Latimer, Becky
Sent: Thursday, June 6, 2019 9:06 AM
To:
Subject: docket 2018-358-WS

Dear Lake Wylie Chamber of Commerce,

This is to acknowledge receipt of your Letter of Protest/Comments to the Public Service Commission of South Carolina. Your Letter of Protest/Comments will be placed in the Protest File of the Docket listed below and on the Commission's Website at www.psc.sc.gov.

- [Docket No. 2018-358-WS](#) - Verified Application of Carolina Water Service, Incorporated for Approval of Annual Rate Adjustment Mechanisms and Petition for an Accounting Order to Defer Expenses

A Protestant is an individual objecting on the ground of private or public interest to the approval of an Application, Petition, Motion or other matters which the Commission may have under consideration. A Protestant may offer sworn testimony but cannot cross-examine witnesses offered by other parties.

According to the Commission's Rules of Practice and Procedure, filing a Protest does not make you a Party of Record. A Protestant desiring to become an Intervenor (i.e., a Party of Record) in a proceeding before the Commission may file a Petition for Intervention within the time prescribed by the Commission.

You can follow this Docket and other daily filings made at the Commission by subscribing to the Commission's Email Subscriptions at this link: <https://dms.psc.sc.gov/Web/Email>; or you can follow the individual Docket at the link listed below:

[Docket No. 2018-358-WS](#) - Verified Application of Carolina Water Service, Incorporated for Approval of Annual Rate Adjustment Mechanisms and Petition for an Accounting Order to Defer Expenses - <https://dms.psc.sc.gov/Web/Dockets/Detail/116911>

If we may be of further assistance to you, please do not hesitate to contact us.

Sincerely,
Becky Latimer
Clerk's Office/Administrative Coordinator
Public Service Commission of South Carolina
803-896-5100
Sign up for Meeting Agenda Alerts: Text [PSCAGENDAS](#) to [39492](#)



* Required Fields

Date: *

**Letter of Protest
in Docket 2018-358-WS**

Protestant Information:

Name *Lake Wylie Chamber of Commerce

Mailing Address *

City *Lake Wylie

State *SC

Zip *29710

Phone

E-mail

1. What is your connection or interest in this case? * For example, are you a customer of the Company that is the subject of this pending proceeding? (This section must be completed. Attach additional information if necessary.)

The Lake Wylie Chamber of Commerce, with it 300 members represents the business community and residents of Lake Wylie. The LWCC located in Lake Wylie Business Centre is also a customer of Blue Granite. Lake Wylie is a fast growing unincorporated area of York County, South Carolina therefore, the Lake Wylie Chamber of Commerce serves as the voice of the community and has had this role for nearly 40 years.

2. Please give a concise statement of your protest. * (This section must be completed. Attach additional information if necessary.)

Blue Granite, formerly Carolina Water Service – Utilities Inc. has continued to request and be granted rate hikes for over 2 decades so the rates are already among the highest in the region placing a burden on customers and businesses at Lake Wylie. A residence with 2 people and little or no watering outside can already have a bill of \$90.00 - \$115.00 per month before any increase. Businesses can have water bills that far exceed their power bills each month. In addition to the burden placed on our businesses, this month due to a water line break and repair that needed to shut off water for a day from noon to about 7 p.m. causing many businesses to close and for 2 large schools to let out early (due to not having use of restrooms), the impact with poor communication by Blue Granite caused many businesses to close for 2-1/2 to 3 days due to no water ,then low pressure and then dirty water with flushing of the lines. Imagine more than 25 food related businesses without advance notice being shut down for 3 days. It impacted businesses, hourly employees not working while businesses were shut down, and the bottom line for the month. This episode was followed by poor or no communication and low water pressure and then learning that Blue Granite was restricting use of water and placed a ban on non-essential water usage until Memorial Day. Then after Memorial Day Blue Granite issued water restrictions for all customers in the Lake Wylie area. This was done without clear communications from Blue Granite causing us to ask Rep Tommy Pope, Sen. Climer, Sen. Peeler and Rep. Bryant to find out what is actually going on. The factual communication came to the Lake Wylie Chamber via Rep. Tommy Pope's office. This whole situation is unacceptable and then to have Blue Granite to have the nerve to be requesting another rate increase while negatively impacting businesses, unable to communicate properly with its customers and restricting use of water is totally unacceptable for any business. Lake Wylie is rapidly growing and Blue Granite has known it needs ample water supply and to prepare for growth. It is unacceptable to place a burden on the Lake Wylie water customers for Blue Granite to either prepare for more growth at the existing customers expense or to hold its customers hostage by restricting water use until they get a rate increase. (If that is what is really going on.) Then there are individual cases in community of dissatisfaction with Blue Granite. Recently, the chamber board chairman experienced a sewer back up caused by Blue Granite that lead to over \$17,000 damage to his home and having the back up go into his home causing stress, health hazard and several weeks of damage clean up and repair. This is unacceptable. How Blue Granite lacked customer service and taking responsibility to help its customer was unacceptable with this individual situation. The Lake Wylie Chamber of Commerce, its board and members strongly oppose Blue Granite being granted a rate increase for all the reasons above and more.

3. Do you wish to make an appearance at a hearing in this proceeding, if scheduled, and offer sworn testimony? * No, The chamber expects the elected officials and commission to represent the customers and citizens and businesses of Lake Wylie.

Latimer, Becky

From: Susan Bromfield
Sent: Wednesday, June 5, 2019 12:22 PM
To: PSC_Contact
Cc: Wes Climer; Charles Wood; Senator Peeler; Bruce Bryant; Sheila Quinn; Doug McSpadden; Ed Lindsey; michaelyn.sherrill@yahoo.com; brad.rippetoe@ymcacharlotte.org; Fred Caldwell; Jeff Ledford; allan@kagwm.com; Charles Wood; Mark & Renee Cielikowski Brian & Linda Rich; Don Long; Donna Bordeaux; Matthew Mugavero; Jane DuBois; Ed Stewart; Gwen Thompson; Susan Bromfield; Bill Shanahan; Karen Summers; Kim Conroy; Paul Notine; Rhonda Auten; Association Management Solutions; moebell@upymca.org; Matthew Mugavero; Tommy Pope; Allison Love; Tom Smith; John Marks; Amy Burton
Subject: [External] Docket #2018-358-WS - Protest Form
Attachments: Letter_of_Protest_Form_(1) (3) - final - PDF.pdf

To Whom it May Concern,

Attached is the Protest Form from the Lake Wylie Chamber of Commerce regarding the requested rate hike for Blue Granite Water Co.

The Lake Wylie Chamber of Commerce strongly opposes this rate hike request and urges the commission to deny.

Lake Wylie Chamber of Commerce

Lake Wylie, S.C. 29710